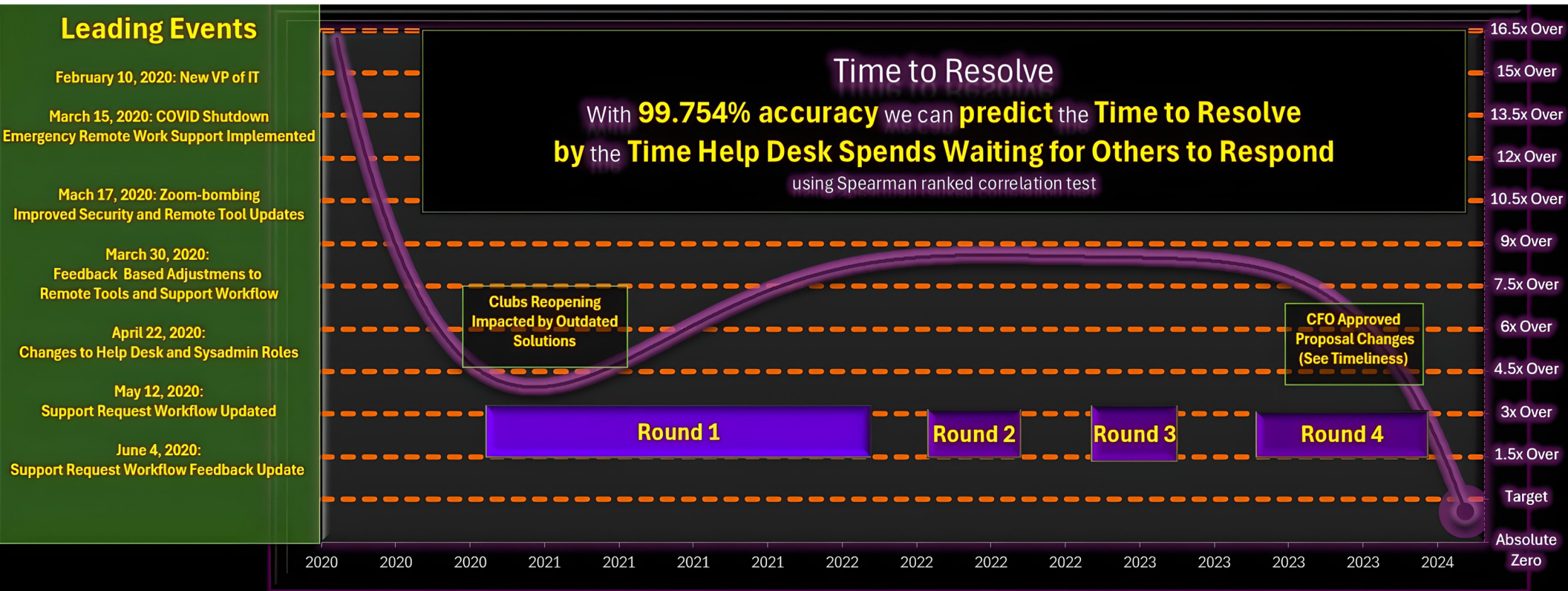


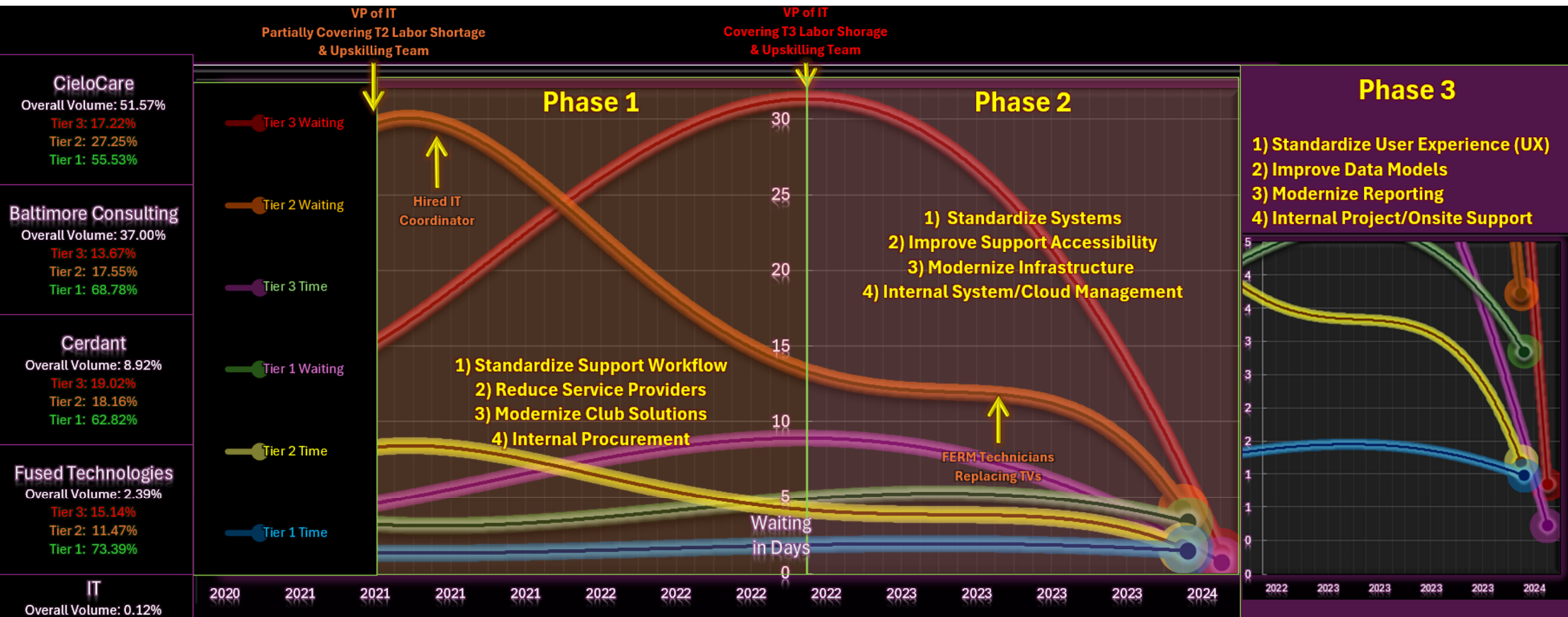
Our Strategy Focused on Reducing Time to Resolve....
and we did by 96.97%

Leading Factor Impacting Time to Resolve



Let's Review The Process

Data Analytics is the Foundation of IT Strategy

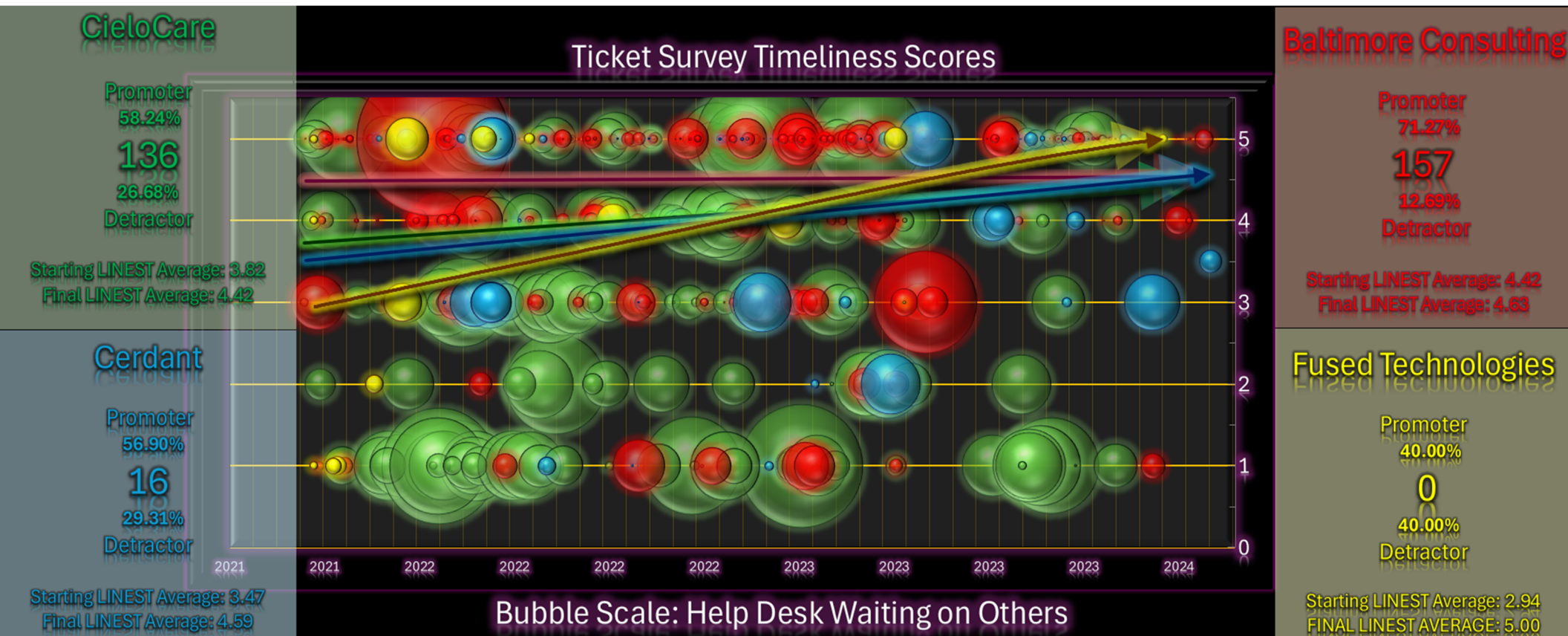


Experience gives clues on **what data to analyze**

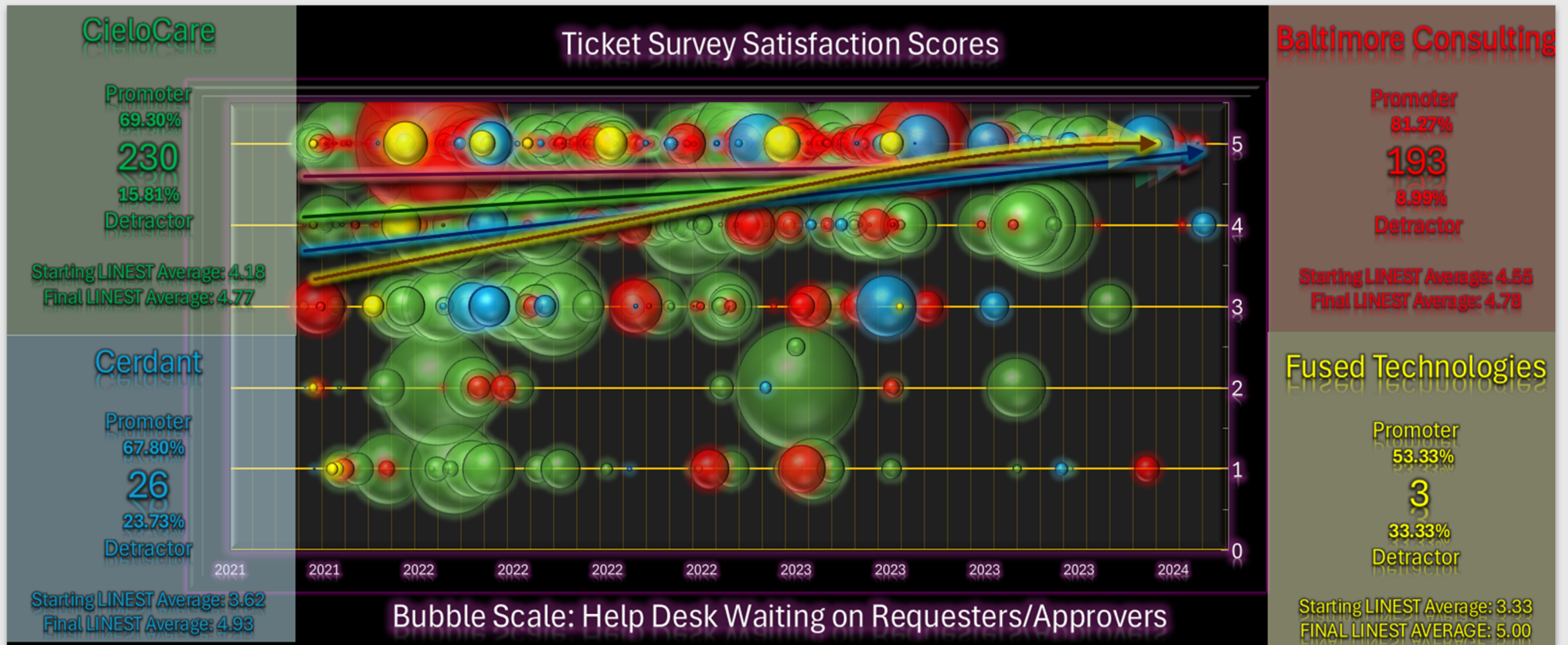
Data informs us on **where to focus**

Data Analytic insights **optimizes strategy**

Noticeable Results

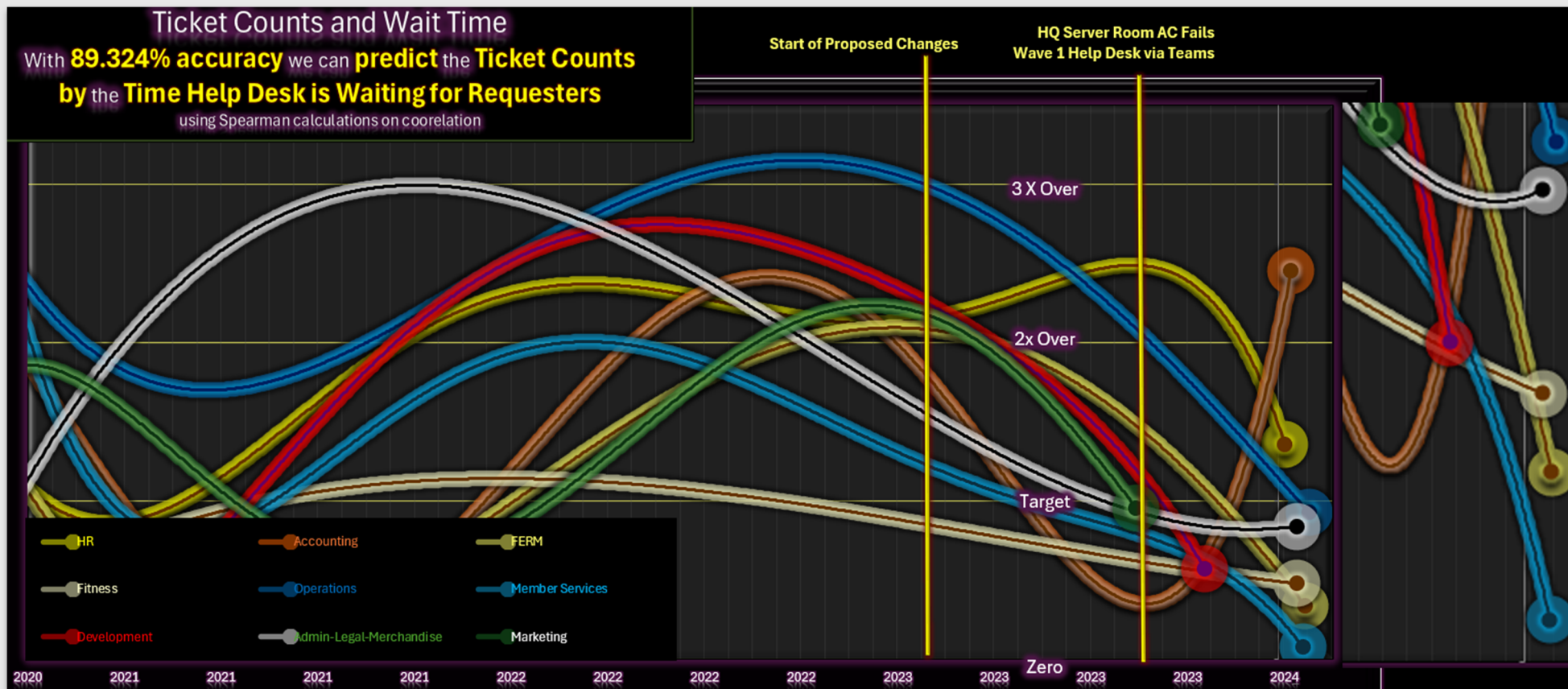


Timeliness scores went from **twos** and **threes** to **fours** and **fives**



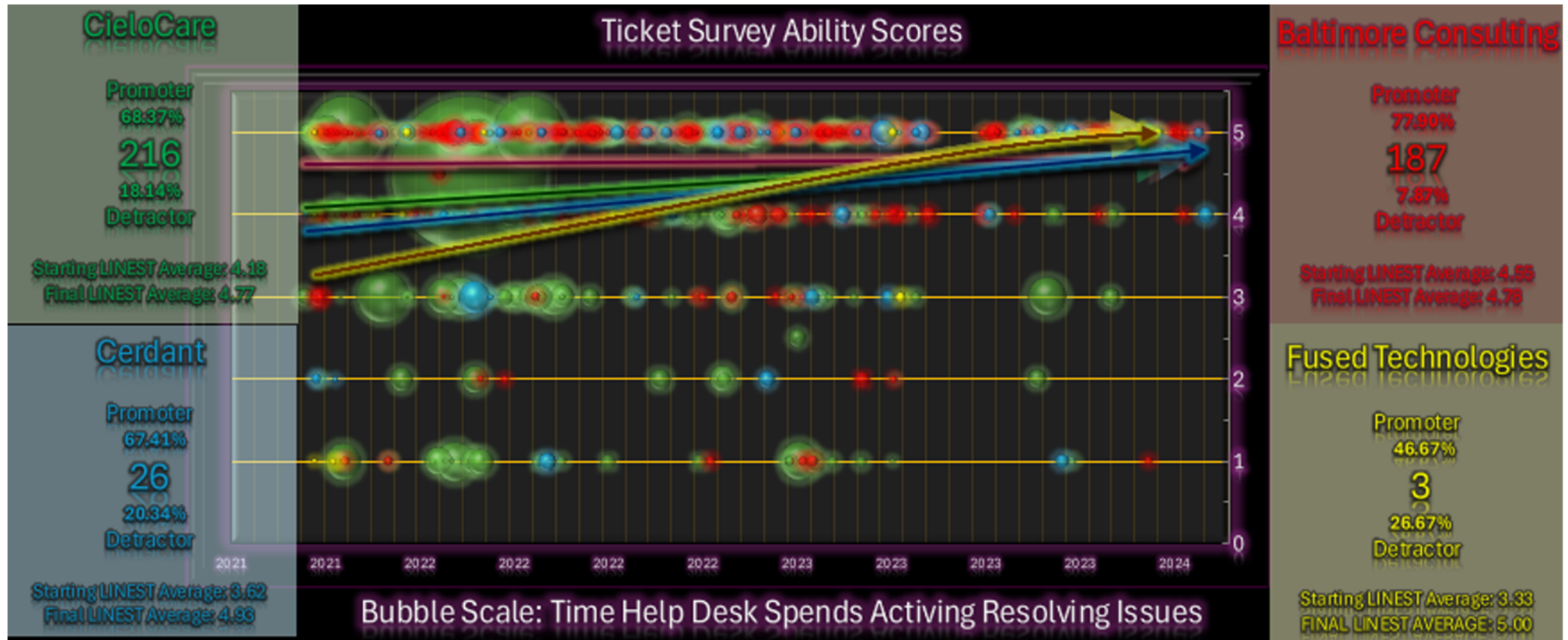
The second most statistically significant factor

Ticket Volume



Help Desk Support via Teams results significantly improves accessibility

Complex issues will remain beyond the capabilities of AI for years to come



IT Department needs:

- Senior Technical Resources
- Ongoing Upskilling and Training
- Low Turnover
- Team Members who feel valued, appreciated, and respected
- Phase 3 Approval

IT services are critical to our team members and our members

RDC-OHANA

From: Ryan Wagner
Sent: Thursday, November 9, 2023 3:40 PM
To: Glenn Norris; Justin Drummond
Subject: 15 Month Budget & analysis
Attachments: Q4_2023-2024 15 Month Analysis.xlsx

This message may include text created with the help of natural language processing.



[Book time to meet with me](#)

Ryan Wagner
Vice President of IT
Ohana Growth Partners, LLC



office 410-252-8058 x109
212 W. Padonia Rd
Timonium, MD 21093

www.planetfitness.com

“Culture eats strategy for breakfast”

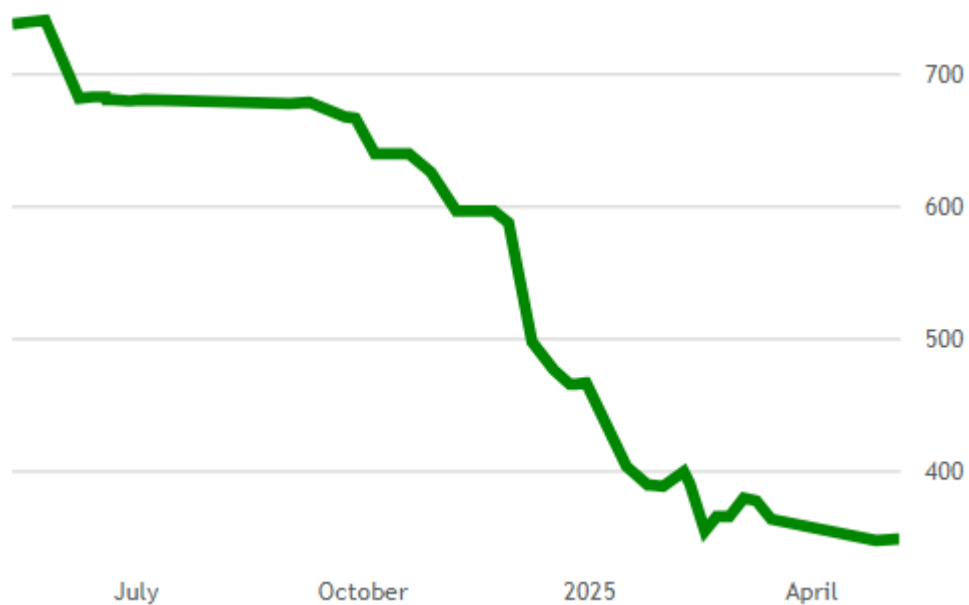
Chief Support Officers (CSO): IT Operations (ITO) Business Intelligence (BI) Facilities, Equipment, Repairs, and Maintenance (FERM)	\$ 150,000.00	\$ 500,000.00	Base Shown KPI, Bonus', and Vested Capital Gain Returns not included 30k Sign-on bonus not included
Phone Reimbursement	\$ 1,800.00	\$ 4,200.00	I had to add international dialing plan to reach support that was on hours for Takoma Park, and I will need to have additional coverage and cost added when I am traveling overseas.
Internet Reimbursement	\$ -	\$ 3,000.00	I provided internet to Takoma Park, and in addition to a set of full time hours at the office - I also put in as much and more time remotely.
	\$ 151,800.00	\$ 507,200.00	\$ 355,400.00

<u>Employee Bonuses</u>		<u>1.45% Medicare Tax</u>	<u>SS 6.2% Tax</u>	<u>Total</u>	
Justin D	President	750,000	10,875.00	N/A	760,875
Josh G	CMO	500,000	7,250.00	N/A	507,250
Josh B	CDO	200,000	2,900.00	N/A	202,900
Matt N	VP Finance	150,000	2,175.00	N/A	152,175
Rich H	HR	150,000	2,175.00	N/A	152,175
Alyson Ratcliffe	Operations	150,000	2,175.00	N/A	152,175
Bill Flax		100,000	1,450.00	N/A	101,450
Karen	Data Analytics	100,000	1,450.00	N/A	101,450
Andrew P		100,000	1,450.00	N/A	101,450
Ryan Wagner		100,000	1,450.00	N/A	101,450
Merrill Brick		100,000	1,450.00	6,200.000	107,650
Sara Cheek		100,000	1,450.00	6,200.000	107,650
Merlowe		50,000	725.00	3,100.000	53,825
Leeann		50,000	725.00	3,100.000	53,825
Brian Chang		10,000	145.00	620.000	10,765
Jared Flax		10,000	145.00	620.000	10,765
Jeremy Snoot		10,000	145.00	620.000	10,765
9 Regionals - \$10,000 each		90,000	1,305.00	5,580.000	96,885
75 GMS - \$1k each		75,000	1,087.50	4,650.000	80,738
2 Marketing Assts - \$500 each		1,000	14.50	62.000	1,077
20 Office Staff - \$1000 each		20,000	290.00	1,240.000	21,530
50 AGMs - \$500 each		25,000	362.50	1,550.000	26,913
6 FTSMs - \$1000 each		6,000	87.00	372.000	6,459
Reduction		(800,000)			(800,000)
Total		2,047,000	41,282	33,914	2,122,196
		% of Equity Value			1.0%

349 out of 850

-- No change • Checked Daily

Scores calculated using VantageScore 3.0 



Display by **TransUnion** ✓

348

Needs Work

▼ **16 pts** checked daily

Scores calculated using VantageScore 3.0 ⓘ

PAYMENT HISTORY

You've made **95%** of payments on time

	J	F	M	A	M	J	J	A	S	O	N	D
2025	✗	⚠										
2024	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
2023	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2022	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2021	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2020					✓	✓	✓	✓	✓	✓	✓	✓
✓	Current		✗	Late		•	Unknown		⚠	Derogatory		

Last payment **Oct 19, 2024**

Payment status **In Repossession**

Worst payment status **60-89 days late**

ACCOUNT DETAILS

Account status **Closed**

Type **Auto loan**

Responsibility **Individual**

Remarks **Repossession
Repossession**

Times 30/60/90+ days late **1/1/0**

Closed **Feb 28, 2025**

PAYMENT HISTORY


You've made 83% of payments on time


	J	F	M	A	M	J	J	A	S	O	N	D
2025	✗	✗	✗									
2024	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
2023	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2022					•	•	✓	✓	✓	✓	✓	✓
✓	Current		✗	Late		•	Unknown		⚠	Derogatory		


Last payment	Oct 03, 2024
Payment status	120+ days late
Worst payment status	120+ days late


ACCOUNT DETAILS


Account status	Open
Type	Conventional real estate mortgage
Responsibility	Individual
Remarks	--
Times 30/60/90+ days late	1/1/2


 **JPMCB CARD**
Closed on Jan 11, 2025


 **AMEX**
Closed on Feb 25, 2025


 **CITI**
Closed on Dec 23, 2024


 **BANKAMERICA**
Closed on Feb 14, 2025


 **TDRC/BLUNILE**
Closed on Feb 12, 2025

 **CAPITAL ONE**
Closed on Mar 26, 2025

 **SYNCB/VENMO**
Closed on Jan 27, 2025

 **SOFI BANK**
Closed on Mar 31, 2025

 **LENDCLUB BNK**
Closed on Mar 31, 2025

 **BRIDGECREST**
Closed on Feb 28, 2025

Hours Available



Calendar

Hours Available

Manage Tim >

Payroll Accruals are accurate as of 06/20/2024. Real Time Accruals are accurate as of today's date.

Floating Holiday

Payroll

16.00 ▼

Mental Well Being

Payroll

11.00 ▼

Sick Full Time

Payroll

32.00 ▼

Vacation

Payroll

50.47 ▼

Add Request

Time-Off Requests

<

Calendar

Hours Available

Manage Time >

June

▼

2024

▼

Today

←

→

S	M	T	W	T	F	S
16	17	18	19	20	21	22
	8.00h P	8.00h P	8.00h P	8.00h P	8.00h P	

June 17, 2024

8.00h P

Powered by  **pay** [Add Request](#)

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	Rate	Hours / Units	Current Period	Year To Date
Earnings				
Regular			2655.05	60506.18
Sick - Salary			0.00	525.10
Vacation			0.00	4200.82
Bonus - KPI Bonus			0.00	2780.00

Employee Benefits, Allowances, and Other	Current Period	Year To Date	YTD Taken	Available
Employer Medical Contribution *	621.39	7456.68	*Memo Only	
Health Savings Match *	20.00	240.00	*Memo Only	
Floating Holiday Hours	0.00	16.00	0.00	16.00
Mental Well Being Hours	0.00	11.00	0.00	11.00
Sick Full Time Hours	0.00	40.00	8.00	32.00
Vacation Hours	0.00	114.47	64.00	50.47

CRITICALLY URGENT: Please Read This Immediately



Summary by Copilot



Ryan Wagner



Reply



Reply all



Forward



To: Justin Drummond; C. Victor Brick; Lynne Brick B.S.N. M.A.; Terry Woods (Planet Fitness); Earl Ihle

Tue 2024-06-11 8:28 PM



High importance



60% of recipients have opened this mail.

[See more insights](#)

[Feedback](#)

It is imperative that all five of you read this entire email and reply before 7 AM EST.

I have delayed sending this email until the last moment. Please note that Stacy and Charles sell securities, and showing them this email may require them to take action.

Background and Issue

On October 16, 2023, I helped Cierra address a technical issue, and subsequently, we generated a report that showed unexpected data. The vendor in question is Onsite Solutions Inc., the long-term IT and Entertainment installer for Ohana. Upon reviewing the data, Cierra and I found that the total vendor payments were significantly lower than expected.

Cierra consulted with LeeAnn, who handles Development invoices, and confirmed that the payments were not recorded under a different vendor account. Cierra then notified me that Bill Flax was reaching out to Andrew to check for any outstanding invoices. LeeAnn and Brandi confirmed they had not received invoices from Onsite Solutions Inc. in a long time.

Subject: Complaint

From: Rich Hartman <Rich.Hartman@ohanagp.com>

To: Josh Beyer <Josh.Beyer@ohanagp.com>, Josh Gerber <Josh.Gerber@ohanagp.com>, Glenn Norris <glenn@ohanagp.com>, Justin Drummond <Justin.Drummond@ohanagp.com>

Cc: Karen Debus <karen.debus@ohanagp.com>

Date: November 10, 2023 12:16:40 PM

Attachments: ohanagrowthpartnersfinallogo_7fa8dba2-2909-40ee-839a-12ba06da3de6.png

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Team,

There has been a hostile work environment claim filed by Ryan Wagner alleging that over the past 3 years he has been bullied and verbally abused by the four of you. I asked Ryan to get together with me early next week to go over his complaint. I will be reaching out to all of you to get your statements. In order to not escalate the current tensions and or environment, I ask that you not discuss this with anyone including Ryan. Should you need to communicate with Ryan going forward, I ask that you keep it on point regarding work and or business needs and not on this topic until resolved. I do not want to see anything that can be deemed as retaliatory in any way. This includes texts, emails, calls, or conversations discussing this issue. We will work to get to the bottom of this in a professional manner and resolve this amicably. Thank you and if you have any questions, please call me.